

1. (currently amended) In a telephone customer service system for marketed computer software products wherein customers telephone service agents at remote service centers for service and technical advice, a system for tracking defects in said software products comprising:

a computer controlled display associated with said service center;

means on said display, ancillary to a customer telephone inquiry to said service center, for prompting said service agent at said service center to interactively select a software defect category to which said inquiry may relate; and

means on said display responsive to a selection of a software defect category, to interactively prompt said service agent, during said telephone inquiry, to interactively respond to a set of statistical questions related to the tracking of the defect category;

means for analyzing said stored data;

means for distributing the results of the analysis to developers of said marketed products; and

means for enabling the service agent to enter unprompted general comments relative to defects, wherein said means for analyzing consider said general comments.

2. (original) The telephone customer service system of claim 1 further including database means associated with said service center for storing data representative of the responses of said service agent.

3. (original) The telephone customer service system of claim 2 further including means enabling the service agent to optionally enter said data into said database.

4. (currently amended) The telephone customer service system of claim 3 wherein said means on said display for prompting said service agent prompt on a real-time basis coincident with the time during which the service agent ~~responding~~ responds within said telephone inquiry.

5-6. (cancelled)

7. (currently amended) In a telephone customer service system for marketed computer software products wherein customers telephone service agents at remote service centers for service and technical advice including a computer controlled display, a method for tracking defects in said software products comprising:

during a customer telephone inquiry to said service center, prompting said service agent at said service center to interactively select a software defect category to which said inquiry may relate; ~~and~~

responsive to a selection of a software defect category, interactively prompting said service agent, during said telephone inquiry, to interactively respond to a set of statistical questions related to the tracking of the defect category;

analyzing said stored data;

distributing the results of the analysis to developers of said marketed products; and

enabling the service agent to enter unprompted general comments relative to defects wherein said step of analyzing includes consideration of said general comments.

8. (original) The telephone customer service method of claim 7 further including the step of storing data representative of the responses of said service agent.

9. (original) The telephone customer service method of claim 8 further including the step of enabling the service agent to optionally enter said data into said database.

10. (currently amended) The telephone customer service method of claim 9 wherein said step of prompting said service agent prompts on a real-time basis coincident with the time during which the service agent ~~responding~~ responds within said telephone inquiry.

11-18. (cancelled)

19. (new) A computer usable medium having stored thereon, a computer program for tracking defects in said software products in a telephone customer service system for marketed computer software products wherein customers telephone service agents at remote service centers for service and technical advice including a computer controlled display, wherein the computer program when executed on a computer causes the computer to:

- prompt said service agent at said service center, during a customer telephone inquiry, to interactively select a software defect category to which said inquiry may relate;

- responsive to a selection of a software defect category, interactively prompt said service agent, during said telephone inquiry, to interactively respond to a set of statistical questions related to the tracking of the defect category;

- analyze said stored data;

- distribute the results of the analysis to developers of said marketed products; and

- enable the service agent to enter unprompted general comments relative to defects wherein the analysis of said stored data includes consideration of said general comments.

20. (new) The computer usable medium of claim 19 wherein said computer program when executed further causes the computer to store data representative of the responses of said service agent.

21. (new) The computer usable medium of claim 20 wherein said computer program when executed further causes the computer to enable the service agent to optionally enter said data into said database.

22. (new) The computer usable medium of claim 21 wherein said computer program when executed causes the computer to prompt said service agent on a real-time basis coincident with the time during which the service agent responds within said telephone inquiry.